



# Senior Community Manager Job Description

## THE ANNEX GROUP'S MISSION STATEMENT:

To create a positive impact with the people who live, work and are involved in our communities.

**FLSA CLASSIFICATION:** Full Time, Exempt

**REPORTS TO:** Director of Operations

## POSITION OVERVIEW:

The Annex Management Group is seeking a Senior Community Manager. If you are searching for experience with an organization who operates with a customer first approach, are passionate about our mission and take pride in making a difference in the lives of our residents, we want you on our team. The Senior Community Manager is responsible and accountable for property management support for properties within the portfolio, providing excellent customer experiences, supporting our company mission, and maintaining compliance with all applicable housing laws and programs.

## ESSENTIAL DUTIES:

Include but are not necessarily limited to the following:

- Provide excellent experiences for our internal team, residents, vendors, community partners, investors, and owners.
- Provide onboarding support for all new employees.
- Provide ongoing training support for properties within the portfolio.
- Provide relief management that consists of all community manager responsibilities.
- Excellent execution of community resident services that positively impact their lives.
- Execute best in class curb appeal and property appearance standards.
- Achieve above average resident survey results.
- Manage the property by achieving key performance indicators including but not limited to achieving budgeted occupancy and maintaining the property within budget.
- Adhere to company policies and standard operating procedures.
- Adhere to LIHTC (Low Income Housing Tax Credit) program requirements including but not limited to qualifying households, annual recertifications, state agency and investor reporting and property specific requirements.
- Managing property team members to ensure adherence to company policies and standard operating procedures.
- Successful and accurate documentation of all internal and external reporting.
- Process daily accounting functions related to financial management, accounts receivable and accounts payable.
- Maintain the property to required health and safety guidelines.
- Other duties as assigned.



## **QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Property management experience required
- Affordable Housing experience required
- 2-3 years previous management experience required
- Must possess authentic and genuine care of others with a strong desire to impact positive change in our residents' lives
- Strong work ethic with demonstrated desire to learn and grow with a growing company
- Ambitious individual for this fun and entrepreneurial working environment
- Ability to work independently and successfully execute multiple assignments
- Must be a proficient communicator and listener
- Must have basic knowledge of accounting and budgeting
- Ability to work on multiple projects simultaneously with frequent interruptions
- Must have a valid U.S. driver's license

## **TECHNICAL/COMPUTER SKILLS:**

- Working knowledge of social media and MS Office software programs necessary
- Ability and willingness to effectively use other job-related technology tools

## **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Frequent walking, standing, sitting within the work area
- Frequent travel to/from locations for business-related purposes
- Frequent walking throughout the community

## **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The work environment is that of a fast-paced office with minimal to high noise levels
- This position requires working independently as well as part of a team



- This position requires verbal and face-to-face contact with others daily
- Frequent use of a computer is necessary
- This position requires the use of all general office equipment
- The position requires client information be maintained appropriately confidential

**Job Type:** Full time/Exempt

**Pay:** \$60,000/year

**Benefits:**

- 401(k) matching
- Dental insurance
- Health insurance
- Life insurance
- Vision insurance
- Paid Time Off

**Physical Setting:**

- Office
- 100% Travel

**Supplemental Pay:**

- Bonus plan

**Education:**

- High School Diploma or GED

**Training Requirements:**

- Attend annual fair housing training
- Attend state agency compliance training
- Attend other company required training

**APPROVALS:**

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

